

## Pandemic COOP Technology FAQ

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- 1. I only need access to my Library email and the staff pages. Can I get to these on my home computer?**

The preferred method for connecting to the Library network is still through a Library-issued device. Please talk with your supervisor about expectations for work without Library network access. If you find you only need access to Library email and staff pages, it is possible to access these functions from your home computer by downloading Big-IP Edge. [Instructions for Windows users](#) and [instructions for Mac users](#) are now available on the [Library Staff Pandemic Information page](#).

- 2. What is the process for requesting a laptop computer if I don't have one?**

Library staff who need IT equipment should speak with their supervisor. The Library COOP planning team is working with OCIO and service unit leadership to determine how available laptops will be distributed.

- 3. What is the process for requesting a Library iPhone if I don't have one?**

Library staff who need IT equipment should speak with their supervisor. The Library COOP planning team is working with OCIO and service unit leadership to determine how available iPhones will be distributed.

- 4. How is OCIO prioritizing the distribution of laptops and iPhones?**

OCIO is working with the Library COOP planning team and service unit leadership to prioritize the distribution of available IT devices.

- 5. Does OCIO have enough laptops and iPhones in stock to distribute to any staff member who does not have one?**

OCIO has a limited supply of laptops and iPhones in stock. New equipment is being distributed according to prioritization by the Library's COOP planning team and service unit leadership. Please contact your supervisor if you do not have the equipment you need.

- 6. Is OCIO ordering more laptops and iPhones?**

Additional IT equipment is being procured. However, the procurement process takes time. OCIO is working with the Library's COOP planning team and service unit leadership to prioritize the use of available hardware.

**7. Can I use my personal laptop to access the Library network?**

The preferred method for connecting to the Library network is by using a Library-issued device. Please talk with your supervisor about expectations for work without Library network access. If you find you only need access to Library email and staff pages, it is possible to access these functions from your home computer by downloading Big-IP Edge. [Instructions for Windows users](#) and [instructions for Mac users](#) are now available on the [Library Staff Pandemic Information page](#).

**8. Can I use my personal phone to access the Library network?**

If you are approved for Bring Your Own Device (BYOD), you may access the Library network with your personal phone through the MaaS360 service. OCIO has a limited number of MaaS360 licenses available for use, which must be requested and approved through your service unit and OCIO.

**9. What options do we have for remote meetings?**

All Library computers have Skype for Business installed on them, which is the preferred method for hosting and participating in remote meetings with other Library staff.

Webex is available for hosting meetings with external audiences and can accommodate up to 1,000 participants in a large meeting. If you feel you need to use a Webex meeting and do not have an account, please speak with your supervisor to identify an account holder who can assist you.

**10. Do I need to have network access to use e-mail, shared folders, Webex, Skype, etc.?**

A network connection is required to access Library e-mail, documents, network folders, Skype, and Library licensed subscription databases. WebTA, LOC Learn, Webex and other externally hosted software can be accessed from personal devices with appropriate credentials.

**11. Is OCIO going to provide additional screens, keyboards, wireless mice, speakers, headsets, microphones, etc. to support remote access?**

The OCIO Service Desk has a limited supply of keyboards and mice. Standard technical supplies, like keyboards, mice, memory sticks (aka thumb-drives), speakers, headsets etc. have been pre-approved by OCIO for purchase by service units. Please note that Library-issued laptops include a camera and microphone capable of supporting remote meetings.

Library issued computer monitors, printers and other large IT equipment should not be taken out of the office, unless specifically instructed by your Service Unit leadership.

**12. Can I use my personal monitor, keyboard, and other peripherals at home with my Library laptop?**

Yes. If it is plug-and-play and does not require special software, you can use your personal peripherals with your Library laptop. Peripheral devices (e.g. keyboards, mice, or monitors) attached to a Library-issued laptop must use generic drivers. No other personal peripheral devices are permitted to be connected to Library computers. . Please note that the OCIO Service Desk will not be able to trouble shoot issues with personal peripherals.

**13. What options are there for employees to connect remotely?**

The preferred method for connecting to the Library network remotely is through a Library-issued laptop. You can also access your documents and internal Library intranet pages on a Library issued iPhone or iPad, or through an approved BYOD mobile device using the MaaS360 app. If you find you only need access to Library email and staff pages, it is possible to access these functions from your home computer by downloading Big-IP Edge. [Instructions for Windows users](#) and [instructions for Mac users](#) are now available on the [Library Staff Pandemic Information page](#).

**14. Can I have my desk phone forwarded to my cell phone?**

Please make all requests for call forwarding through your service unit's telephone liaison. Library telephone extensions can be forwarded to a remote telephone number but first must be preprogrammed into the telecommunication system by OCIO Voice Communications technicians. After the extension has been preprogrammed and in the event of a pandemic event, users can forward their Library telephone extension to the preprogrammed remote telephone number.

**15. Will the OCIO Service Desk remain available to staff 24/7?**

Yes. The OCIO Service Desk will maintain 24/7 IT support for Library staff. You can contact the Service Desk at [ocioservicedesk@loc.gov](mailto:ocioservicedesk@loc.gov) or (202) 707-7727 at any time. If your Library-issued device needs to be serviced in person, Service Desk staff will provide further directions. Service Desk technicians will not be able to support technical issues with non-Library issued IT equipment.

**16. Can I use my Library iPhone as a hotspot to support working remotely?**

The use of a Library mobile device as a Wi-Fi hotspot incurs additional expense, and must be approved by your service unit.

**17. My supervisor told me I'll be getting a new laptop (or iPhone) soon. How long should this take?**

OCIO is working to expedite the distribution of available IT devices as quickly as possible. However, it takes time to prepare a new device for use on the Library network. When your laptop is ready OCIO will contact you and your supervisor to let you know you can pick it up.

**18. I have a laptop at my desk, but no bag and no power cord. How do I take my laptop home?**

A limited supply of computer bags and power cords are available through the OCIO Service Desk. You can also use a personal bag to carry your device home. If necessary, the power cord that runs from the outlet to your laptop docking station can be unplugged and taken home for use. Please note that at this time, staff who must return to the building should only do so on Tuesdays, Wednesdays, and Thursdays.

**19. Do I need a property pass in order to take my laptop out of the building?**

No. The Capitol Police will not ask you for a property pass to take a Library-issued laptop out of the building.

**20. Can I connect to the Library's network using my home computer?**

The preferred method for connecting to the Library network is still through a Library-issued device. Please talk with your supervisor about expectations for work without Library network access. If you find you only need access to Library email and staff pages, it is possible to access these functions from your home computer by downloading Big-IP Edge. [Instructions for Windows users](#) and [instructions for Mac users](#) are now available on the [Library Staff Pandemic Information page](#).

**21. Will OCIO make exceptions for IT acquisitions? Can service units purchase laptops, monitors and other IT equipment without OCIO approval?**

NO. The purchase of IT hardware, including laptops, monitors and printers, must be approved by OCIO. Note that standard technical supplies, like keyboards, mice and memory sticks (aka thumb-drives) may be purchased by service units without prior-approval from OCIO.

**22. Can staff have waivers to use collaborative tools like Google Docs?**

No. Staff should continue using only Library approved software and applications on Library issued devices.

**23. Can I use the software I have on my work computer from home?**

Staff accessing the Library network through a Library-issued laptop should have access to the software normally used at work. If you do not have access to software you are approved for on your Library-issued laptop, please contact the OCIO Service Desk at [ocioservicedesk@loc.gov](mailto:ocioservicedesk@loc.gov) or by calling (202) 707-7727.

**24. We have a meeting/conference/event happening. Can OCIO support teleconference/livestreaming?**

Skype for Business and Webex are approved software for use for remote meetings. OCIO cannot administer your meeting for you. However, if you have technical questions, please contact the OCIO Service Desk at [ocioservicedesk@loc.gov](mailto:ocioservicedesk@loc.gov) or by calling (202) 707-7727. Request for livestreaming events should be coordinated with the Library's Multimedia Group.